

ORIGINAL



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORMInvestigator: Lynn CombsPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2007 - 62552Date: 8/14/2007Complaint Description:      08A Rate Case Items - Opposed  
N/A Not ApplicableArizona Corporation Commission  
**DOCKETED**

AUG 15 2007

Complaint By:      First: GLENNLast: ADAMSONAccount Name: GLENN ADAMSONHome: [REDACTED]Street: [REDACTED]Work: [REDACTED]City: [REDACTED]CBR: [REDACTED]State: AZ

Zip [REDACTED]

is: [REDACTED]

Utility Company: Hacienda Acres Water System (American Realty and MortgaDivision: WaterContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:08/14/07 \*\*\*\*\*CORRESPONDENCE RECEIVED \*\*\*\*\*  
OPINION AND COMPLAINT 62553 FILED \*\*\*\*\*TO ARIZONA CORPORATION COMM. UTILITIES DIVISION  
DOCKET # W-02258A-07-0414FROM GLENN A. ADAMSON  
[REDACTED]RECEIVED  
2007 AUG 15 P 4: 04  
AZ CORP COMMISSION  
DOCKET CONTROL

TO WHOM IT MAY CONCERN

I OBJECT TO A RATE INCREASE OF \$40 PER 1000 GALLONS.

I DON'T OBJECT TO A REASONABLE PRICE INCREASE. IT IS SURELY NEEDED AS I HAVE NOT SEEN  
AN INCREASE DURING THE 21 YRS. WE HAVE LIVED HERE I ALSO QUESTION THE MANAGEMENT  
SKILLS OF THE CURRENT OWNERSHIP FOR THE FOLLOWIN REASONS.

- (1) NO RATE INCREASE IN THE 21 YRS. WE HAVE LIVED HERE.
- (2)WE HAVE GONE AS MUCH AS 9 MONTHS NOT RECEIVING A BILL.
- (3)IT HAS BEEN COMMON FOR BILLS TO BE 2-3 MONTHS AT A TIME.
- (4)DELAYS IN DEPOSITING THE CHECKS FOR PAYMENTS OF WATER BILLS. (AS MUCH AS 3 MONTHS)
- (5)PLACEMENT OF WATER COMPANY DEVICE S IN THE MIDDLE OF THE UTILITY EASEMENT.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

(BROUGHT TO THE ATTENTION OF THE CORP. COMM. STAFF AT THEIR RECENT VISIT) IF THE LAND OWNER PUT UP A FENCE THERE WOULD BE VERY LIMITED ACCESS. FOR ALL UTILITIES. THE EASEMENT HAS ALSO BEEN USED BY AN AMBULANCE MORE THAN ONCE AND A FIRE TRUCK N THE PAST.

(6)THERE HAS BEEN A WATER LEAK AT THE WATER METER OF DAVE RIOS FOR SEVERAL WEEKS (IT WAS PONTED OUT TO MEMBERS OF THE CORP. COMM. AT THEIR LAST VISIT.) AND AS OF 8/12/07 HAS NOT BEEN REPAIRED.

(7)IT IS NOT UNCOMMON FOR THE BILLINGS TO BE INACCURATE. HOW DO YOU KEEP A COMPANY SOLVENT UNDER THESE CONDITIONS? WHEN YOU CALL ABOUT THESE ISSUES YOU NEVER KNOW WHAT TYPE OF ATTITUDE OR EXCUSE YOU ARE GOING TO ENCOUNTER. THE ATTITUDE MAY BE BELLIGERENT. THERE IS ALMOST ALWAYS AN EXCUSE SUCH AS; THE COMPANY DOESN'T HAVE THE MONEY FOR SOMEONE TO DO THE BILLING. THE METER READERS DIDN'T READ THE METERS. THE PERSON WHO DOES THIS ISN'T N. ETC CONCERNED

\*\*\*\*\*second letter from the customer \*\*\*\*\*

TO WHOM IT MAY CONCERN

WHEN WE BOUGHT THIS PROPERTY OVER 20 YRS AGO. IT WAS BOUGHT BECAUSE IT CAME WITH WATER. WE WOULD LIKE TO HAVE WATER FOR LOT 4. WE WERE TOLD THE COMPANY WOULD NOT PUT ANY NEW METERS IN? LOT 4 IS ONE OF LAST LOTS TO NOT HAVE WATER IF NOT THE LAST IN THIS SUBDIVISION. WHY ARE WE BEING DENIED WATER?

I DO ALSO BELIEVE WATER IS BEING PIPED OUTSIDE THE RIGHTS AREA. IF THE WATER COMPANY WOULD HAVE REPLACED THE WATER METER FOR MR. SCHJJH THERE WOULD NOT HAVE BEEN A JUDGMENT. CHECK CORPS. RECORDS.

THIS IS MY Opinion WHEN MOST OF THE PEOPLE BOUGHT THIER PROPERTY IT WAS FINANCED BY THE LEE FAMILY IN SOME MANNER. THEY(LEE) RECEIVED INTEREST AND PRINCIPAL PAYMENTS EVERY MONTH. A REASON TO KEEP THE WATER Going. MOST OF THE PEOPLE HAVE PAID THE LEE'S OFF SO THAT MONTHLY INCOME WENT AWAY. SO NOW WATER ISN'T THE NEED THAT IS WAS TO KEEP MONEY COMING IN.

I THINK THEY JUST DON'T WANT TO BE BOTHERED WITH THE WATER COMPANY ANY LONGER.  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

08/14/07 A COMPLAINT HAS BEEN FILED TO ADDRESS THE CUSTOMERS CONCERNS IN ADDITION TO FILING THE OPINION AND SENDING THE CUSTOMER A LETTER THANKING HIM FOR SHARING HIS OPINION. :

Glenn A. Adamson

Re: American Realty & Mortgage Co, Inc- Hacienda Acres  
Docket # W-02258A-07-0414

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Dear Mr. Adamson:

Your letter regarding the American Realty & Mortgage Co, Inc. (Hacienda Acres Water System) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the Hacienda Acres application.

You have raised specific concerns regarding your services therefore I have processed a complaint #62553 and sent it to the utility for their response. By law they have 5 business days to respond. Once I received their response I will communicate their response.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Lynn Combs  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

Date Completed: 8/14/2007

Opinion No. 2007 - 62552

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